

MISSOURI VETERANS COMMISSION

POSITION DESCRIPTION

POSITION TITLE: VETERANS BENEFITS CLAIMS REPRESENTATIVE

REPORTS TO: VETERANS SERVICE SUPERVISOR

OVERTIME STATUS: CATEGORY 2

WORKING TITLE: VETERANS BENEFITS CLAIMS REPRESENTATIVE

HOURS OF WORK: GENERAL BUSINESS HOURS AS DETERMINED BY THE NEEDS OF THE AGENCY

DEFINITION:

This is a professional position responsible for counseling and assisting Veterans or dependents with benefit claims. Work involves monitoring claims submitted by the field offices and representing Veterans or dependents in formal hearings and preparing formal appeals.

EXAMPLES OF WORK:

Responds to inquiries from Veterans Service Officers and individual claimants pertaining to the status of claims for Veterans benefits, the Department of Veterans Affairs (DVA) decision on claims for benefits, or how the DVA determined the benefit rate payable.

Advises Veterans and Veterans Service Officers regarding actions that may be taken to enhance a claim for Veterans benefits.

Consults with DVA concerning reconsideration of decisions on specific claims, computation of the benefit rate payable, acceptability of forms or documents submitted, or interpretation of DVA statutes, directives or policies.

Accompanies clients to informal DVA hearings and present cases in a manner which will result in a favorable decision.

Assists claimants in preparing formal appeals for review by the Board of Veterans Appeals, or prepares them for the claimant if requested.

Researches DVA statutes, directives, policies, procedures, and U.S. Court of Veterans' Appeals case law decisions to develop arguments supporting the claimant's position in an appeal.

Advises Veterans and their dependents on Veterans benefits to which they may be entitled and what is needed to maximize their chances of having a claim approved.

Assists Veterans and their dependents in filing formal applications and obtaining supporting documentation.

Attend community events that promote Missouri Veterans Commission Programs.

KNOWLEDGE, SKILLS AND ABILITIES

Extensive familiarity with a large body of federal laws regarding Veterans benefits, as well as all relevant Department of Veterans Affairs regulations and procedures.

Thorough knowledge of Federal and State military service-related legislation.

Considerable knowledge of the application and appeal processes for Compensation, Dependents Indemnity Compensation, Disability and Death Pension, Education, Vocational Rehabilitation, Burial, VA Insurance, Medical Treatment and other Federal benefits.

Working knowledge and ability to apply the basic principles and methods of interviewing, communicating and interacting with members of the general public having a wide variety of backgrounds.

Working knowledge of computer hardware and software including data entry and word processing.

Considerable knowledge of Veterans Affairs M21-1, Chapter 16 and 38 Code of Federal Regulations, parts 0-17 and parts 18 to end.

Understanding of the claims process throughout the Veterans Benefits, Health and Cemetery Administrations.

Ability to perform community outreach activities such as public speaking, conducting problem solving sessions, recruiting and identifying target population.

Ability to assist Veterans and their dependents in determining benefits based on law, policy and regulation.

Ability to analyze and interpret military, social and medical records in order to establish entitlements to service related benefits.

Ability to establish and maintain working relationships with departmental officials, legislators, staff associates, the general public and others.

Ability to obtain and maintain Federal VA Accreditation.

Ability to communicate effectively, both orally and written.

EXPERIENCE AND EDUCATION QUALIFICATIONS

Must meet eligibility requirements of Veterans Benefits Claims Representative within the Missouri State Merit System and possess an honorable discharge from the military forces of the United States.

(Updated 05/10/2007)

Employee Signature:_____ Date:_____

Supervisor Signature:_____ Date:_____